

# **IT Professional Technical Services Master Contract Program T#:902TS**

## **Statement of Work (SOW) For Technology Services Issued By**

**Minnesota Department of Administration  
Real Estate & Construction Services**

**Project Title: Enterprise Real Property System  
Technical Documentation**

**Service Category: Documentation Specialist**

### **Business Need**

Create technical documentation related to the State's Enterprise Real Property System (Archibus). The system contains data pertaining to building occupancy, space utilization, building operations and maintenance, fixed assets, facility condition assessment, move projects and project management.

### **Project Deliverables**

Documents to be created include, but are not limited to the following for each Archibus module (Space Management, Building Operations and Maintenance, Equipment and Fixed Assets, Move/Add Projects, Facility Condition Assessment and Project Management:

1. Enterprise Real Property System Database Standards Documents
2. Enterprise Real Property System Training Manuals
3. Enterprise Real Property System Workflow Process Diagrams
4. Enterprise Real Property System Security Policies and Procedures

### **Project Milestones and Schedule**

- Project Start Date: March 28, 2012
- Key deliverable dates as required by the project plan.
- End Date: Until the work is complete, but no later than June 30, 2013

### **Project Environment (State Resources)**

1. Minnesota Department of Administration staff resources: Enterprise Real Property System Administrator, Real Estate and Construction Services (RECS) IT staff
2. Infrastructure: Windows virtual servers and Websphere servers

### **Responsibilities Expected of the Selected Vendor**

- Vendor will provide staff with the skills and abilities to create and provide technical documentation for the Enterprise Real Property System

### **Required Skills**

The required skills of staff creating and providing the required documentation include the following:

## **Communication Skills**

- Ability to read and understand complex written information
- Ability to express ideas clearly when speaking or writing
- Ability to listen to others and ask questions for understanding

## **Reason and Problem Solving Skills**

- Understand new information or materials by studying and working with IT staff
- Review information and identify problems and develop, review, and apply solutions
- Develop rules or follow guidelines for arranging items
- Utilize creative problem solving skills
- Analyze options and apply solutions
- Recognize potential issues and proactively present solutions
- Think of new ideas or original and creative ways to solve problems
- Organizational skills to standardize disparate documents
- Ability to compile and write training materials to meet end user needs
- Experience documenting technical processes and creating workflow diagrams
- Experience documenting technical policies and procedures

## **Working with People Skills**

- Ability to present technical concepts to people with varying skill levels and learning styles
- Customer service skills

## **Required Knowledge**

- English Language: Knowledge of the meaning, spelling, and use of the English language
- Computers and Electronics: Knowledge of computer software, including MS-SharePoint, MS- Word, MS- Access, MS-PowerPoint, MS-Outlook, Visio
- Communications and Media: Knowledge of producing, sharing, and delivering information through written, spoken, or visual media
- Knowledge of teaching and the methods involved in learning and instruction

## **Education and Training:**

- Certificate or degree in Technical Writing
- Database management

## **Desired Skills**

- Basic knowledge of CAD applications
- Experience working with Archibus

## **Process Schedule**

- |                                                       |                                            |
|-------------------------------------------------------|--------------------------------------------|
| 1. Publish Statement of Work                          | 02/13/2012                                 |
| 2. Deadline for questions                             | 02/27/2012, 2:00 PM, Central Standard Time |
| 3. Posted response to questions on OET website        | 02/29/2012, 2:00 PM, Central Standard Time |
| 4. Proposals due                                      | 03/07/2012, 2:00 PM, Central Standard time |
| 5. Anticipated proposal evaluation & interviews begin | 03/09/2012                                 |
| 6. Anticipated decision                               | 03/15/2012                                 |
| 7. Contract execution                                 | 03/22/2012                                 |
| 8. Project start                                      | 03/28/2012                                 |

## Questions

Questions regarding this Statement of Work should be submitted via mail or e-mail by February 27, 2012, 2:00 PM, Central Standard Time to:

Fred Anderson  
Department of Administration  
Real Estate and Construction Services  
50 Sherburne Avenue, Room 309  
St. Paul MN 55155  
Telephone Number: 651-201-2391  
email Address: [fred.j.anderson@state.mn.us](mailto:fred.j.anderson@state.mn.us)

Questions and answers will be posted on the Office of Enterprise Technology website by February 29, 2012, at 2:00 PM, Central Standard Time ([http://www.oet.state.mn.us/mastercontract/statements/mcp902ts\\_active.html](http://www.oet.state.mn.us/mastercontract/statements/mcp902ts_active.html)).

## SOW Evaluation Process

1. Proposals will be evaluated based on the following criteria:
  - a. Company overview (5%)
  - b. Experience with similar projects and understanding of business needs and project scope (10%)
  - c. Project work plan, schedule and status updates for meeting project requirements (20%)
  - d. Resumes of proposed staff for this project that demonstrates the knowledge, skills and abilities required for this project as defined in "Required Skills" (30%)
  - e. Three references from clients with similar needs as this project performed by the proposed staff (5%)
  - f. Cost (30%)
2. The evaluation team will consist of the Enterprise Real Property System Administrator, Real Estate and Business Services Director and IT Staff

## Response Requirements

1. Provide brief Introduction
2. Provide company overview and history
3. Provide explanation of experience with similar projects and understanding of business needs and project scope for this project
4. Provide project work plan, schedule, and explanation of status updates for meeting project requirements
5. Provide resume(s) of individuals(s) who will perform work on this project
6. Provide three client references for individuals who will perform work on this project
7. Conflict of interest statement as it relates to this project
8. Required forms to be returned or additional provisions that must be included in proposal
  - a) Affirmative Action Certificate of Compliance (if over \$100,000)  
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
  - b) Affidavit of non-collusion  
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
  - c) Certification Regarding Lobbying  
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
  - d) Veteran-Owned/Service Disabled Veteran-Owned Preference Form  
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

## Proposal Submission Instructions

1. Submit proposals by email to: [sherry.vanhorn@state.mn.us](mailto:sherry.vanhorn@state.mn.us) with two (2) separate attachments as follows:

- a. Narrative proposal (to include items 1-6 of the "Response Requirements" above)
- b. Cost Proposal
2. In addition to the proposal with two attachments identified in 1. above, include a conflict of interest statement and completed forms referenced in above section titled "Response Requirements" items 7 and 8.
3. Subject line in email must be labeled: Enterprise Real Property System Technical Documentation of Database Standards
4. Response due date is March 7, 2012, by 2:00 PM, Central Standard Time. Proposals will not be accepted after this due date and time.

## **General Requirements**

### **Proposal Contents**

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of a this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

### **Liability**

#### **Liability and Limitation of Damages**

#### **Indemnification and Hold Harmless**

The Contractor must indemnify, save, and hold the State, its agents, and employees harmless from any claims or causes of action, including attorney's fees incurred by the State, arising from the performance of this contract by the Contractor or the Contractor's agents or employees. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligations under this contract.

### **Disposition of Responses**

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFP, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

### **Conflicts of Interest**

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award,

an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

### **IT Accessibility Standards**

Responses to this solicitation must comply with the Minnesota IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 Subparts A-D which can be viewed at:

[http://www.mmd.admin.state.mn.us/pdf/accessibility\\_standard.pdf](http://www.mmd.admin.state.mn.us/pdf/accessibility_standard.pdf)

### **Nonvisual Access Standards**

Nonvisual access standards require:

- 1) The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
- 2) That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
- 3) That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
- 4) That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

### **Preference to Targeted Group and Economically Disadvantaged Business and Individuals**

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at [mmdhelp.line@state.mn.us](mailto:mmdhelp.line@state.mn.us). For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

### **Veteran-owned/Service Disabled Veteran-Owned Preference**

In accordance with Minnesota Statute §16C.16, subd. 6a, veteran-owned businesses with their principal place of business in Minnesota and verified as eligible by the United States Department of Veterans Affairs' Center for Veteran Enterprises (CVE Verified) will receive up to a 6 percent preference in the evaluation of its proposal.

Eligible veteran-owned small businesses include CVE verified small businesses that are majority-owned and operated by either recently separated veterans, veterans with service-connected disabilities, and any other veteran-owned small businesses (pursuant to Minnesota Statute §16C.16, subd. 6a).

Information regarding CVE verification may be found at <http://www.vetbiz.gov>.

Eligible veteran-owned small businesses should complete and sign the **Veteran-Owned Preference Form** in this solicitation. Only eligible, CVE verified, veteran-owned small businesses that provide the required documentation, per the form, will be given the preference.

#### **Foreign Outsourcing of Work Prohibited**

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.

Statement of Work does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.